



Job Description

Post/Job Title:	Progress and Learning Coach (Apprenticeships) (Fixed-Term, Internal Only)
Ref:	328
Professional Service:	Faculty of Health and Social Sciences (HSS)
Location:	Lansdowne Campus
Normal hours per week:	1 FTE
(Flexibility is required in order to ensure that key time scales and deadlines are met)	
Grade:	6
Responsible to:	Sara Glithro
Responsible for:	NA

Job Purpose

As a member of the apprenticeship team within HSS, the postholder will work closely with the Faculty Apprenticeship Lead, apprenticeship programme leaders, academic teams, the programme support team and the central apprenticeship team to support apprentices and their employers through the apprenticeship journey.

The Progress and Learning Coach (Apprenticeships) will work with a caseload of apprentices on one or more apprenticeship standards. They will develop strong supportive relationships by undertaking a self-managed programme of progress review meetings with the apprentice, their line manager/workplace supervisor and, in some instances, an academic.

The Progress and Learning Coach (Apprenticeships) will work with faculty academic and support teams, the central apprenticeships team and employers to monitor the development of the apprentices against their training plans regularly reporting on progress to programme teams. They will ensure that appropriate, high-quality evidence is recorded, through our apprenticeship management system, to meet the external statutory and regulatory requirements.

The postholder will have a full understanding of the portfolio of apprenticeship programmes they are involved with and the diversity of their apprentice population.

The postholder will be learner-focused, responsive and efficient in all aspects of apprentice and employer support and experience.

The postholder will be required to provide mutual support within the Progress and Learning Coach (Apprenticeships) team when required to address workload peaks, cover for staff absence and ensure consistent delivery of a professional and efficient service. The postholder will normally be associated with one Faculty, but some flexibility across Faculties may be required to ensure that service levels are maintained.

Main Responsibilities

1. To provide appropriate coaching and mentoring to support apprentices in the reflective learning process with regard to their own development through the complete learning journey, including preparation for End Point Assessment (EPA), while ensuring their individual apprentices' learning needs are met.
2. To work with faculty academic and support teams, the central apprenticeships team and employers to monitor the ongoing development of the apprentices against their training plans regularly reporting and RAG rating apprentices' progress against the knowledge, skills and behaviours (KSBs) of the relevant standard to programme teams.
3. To provide professional expertise and sector knowledge relevant to the specific role portfolio / apprenticeship standards.
4. To take appropriate action with apprentices who are not meeting standards, in conjunction with programme teams as needed, and report promptly to the Faculty on any problems which may impact on the quality and/or compliance of the apprenticeship with due regard to confidentiality.
5. To organise and undertake timely high quality progress reviews to comply with the apprenticeship funding rules and Ofsted Education Inspection Framework guidance, ensuring apprentices and line managers/workplace supervisors participate.
6. To produce concise, high quality, complete progress review reports with SMART actions, through the apprenticeships management system, on each apprentice's progress.
7. To signpost apprentices to appropriate resources and/or services when required such as the Additional Learning Service and Academic Skills Hub for those developing their maths, English and digital skills.
8. To ensure off-the-job (OTJ) activity is logged appropriately by the apprentice through the apprenticeship management system and is on track.
9. To proactively facilitate communication between the University, apprentices and their employers to build strong relationships, support on pastoral issues and identify any emerging concerns, including safeguarding concerns and advising on breaks in learning.
10. Within remit of the role, ensure the quality of the apprenticeship programme is maintained to a high standard to meet the internal and external regulatory requirements, sharing best practice.
11. To ensure the apprentice's line manager/workplace supervisor is aware of the KSBs, the apprenticeship standard, relevant apprenticeship rules, BU's apprenticeship policies and use of the apprenticeships management system.
12. To comply with, and engage in, all apprenticeship quality assurance related activity, including attending quality assurance meetings and undertaking/be subject to observations of progress reviews.
13. Within the scope of the role, undertake and record all activity to the appropriate standards to meet the external statutory and regulatory requirements.
14. To offer guidance to the apprentices in developing their learning logs/portfolios and to provide advice on the apprenticeship requirements and assessment criteria.
15. To develop employability of apprentices by enabling them to recognise the transferable skills, sign posting them to the careers team and careers events to identify and plan their career aspirations, provide information, advice and guidance throughout the qualification to promote progression onto a suitable progression qualification and/or progression with their employer.
16. To contribute to developing best practice guidelines and interventions to support all aspects of apprentice and employer support and experience.
17. To act as an ambassador for Bournemouth University and promote the University and its apprenticeships and assist with marketing and recruitment activities that promote the apprenticeship programmes.
18. To participate in the induction, development seminars and deliver workshops/presentations, one to one instruction and/or training sessions accordingly.

19. To attend apprenticeship meetings in the Faculty and with the other members of the apprenticeship team on a regular basis.
20. Provide information to support the preparation and submission of accurate statutory returns in accordance with the guidance and timescales published by relevant agencies.
21. Ensure all aspects of work achieve high levels of Service Excellence.
22. Engage in regular training and development to maintain an acute understanding of activity within UK Higher Education in particular that which impacts the apprenticeships landscape.
23. At all times maintain confidentiality, working within the requirements of the Data Protection Act and the university's Confidentiality Policy.
24. Any other duties as may reasonably be required by your line manager or other senior managers in Faculty.

Dimensions

An appropriate caseload of apprentices who will require a progress review at least every three calendar months.

Contacts

Internal: All levels of staff across Faculties and Professional Services, including the Central Apprenticeships Team, Faculty Apprenticeship Leads, Programme Teams, Programme Support Teams, Business Compliance Manager, Deputy Deans, Heads of Department, Education Service Managers.

External: Relevant Professional, Statutory and Regulatory Bodies, Sector agencies and organisations, relevant End Point Assessment Organisations, UK partners delivering apprenticeship provision on behalf of BU.

Challenges

Undertaking responsibility for supporting apprentices and their employers, this role needs to ensure that work is planned and monitored to manage the apprentice caseload effectively. All support provided must align with regulatory and statutory requirements as well as the university's own strategy, priorities and policies.

This role requires a proactive, methodical and supportive approach and the postholder will need to be comfortable with identifying and addressing barriers to change to ensure the effective implementation of new ways of working. There will be a need to balance conflicting resource requirements to ensure the effective and efficient fulfilment of statutory and regulatory responsibilities. A commitment to service excellence and an ability to deal with challenging situations is also essential.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

A satisfactory DBS check is essential as this role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

March 2025



Person Specification

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Service: Faculty of Health and Social Sciences	Date: March 2025
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Relevant degree or professional qualification, or equivalent professional experience	E
Experience delivering excellent service in a complex environment	E
Relevant coaching/mentoring experience	E
Substantial professional / sector knowledge relevant to the specific role portfolio / apprenticeship standards	E
Experience of working in FE or HE and with employers	D
Knowledge of degree apprenticeships, the apprenticeship funding rules and Ofsted	D
Knowledge of safeguarding practices, GDPR principles and Health and Safety in the workplace	D
Experience of using apprenticeship management systems and/or ePortfolio systems	D
Skills	
Ability to engage and build excellent rapport with apprentices on a 1-2-1 basis to motivate, inspire as well as take action where apprentices are not meeting the required standards	E
Excellent interpersonal and communications skills which can be used for problem solving, managing conflict and providing advice and guidance to apprentices, employers and staff	E
Proven ability to work as part of a team and act as an ambassador for the university	E
Ability to hold professional and developmental progress review meetings with apprentices and their line managers, and to produce high quality progress review reports	E
Ability to quickly assimilate complex information and decide on the most appropriate course of action in the circumstances	E
Ability to self-manage and prioritise own workload	E
Excellent written and verbal skills including an ability to present complex information in a concise and understandable manner	E
Ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act and any professional guidelines	E
Attributes	
Commitment to service excellence	E
Well organised with an ability to prioritise and balance competing demands in a deadline intensive environment, with good attention to detail and accuracy of data	E
Ability to develop and maintain professional relationships of respect, trust and support with all stakeholders	E
Agile and flexible attitude towards work including a positive approach to feedback and change	E
Credibility with apprentices, employers, internal and external teams	E
Commitment to personal and professional development	E
Ability to work independently and to show initiative	E